

June 10, 2004

Mr. Steve Zappe  
2905 Rodeo Park Drive East, Building 1  
Santa Fe, New Mexico 87505

Dear Mr. Zappe:

We are currently responding to the Environmental Protection Agency's RFP No. PR-NC-04-10222 for procurement of Regulatory, Analytical, and Evaluation Support Services. The EPA is placing increased emphasis in their acquisitions on past performance as a source selection factor.

The EPA has asked the offeror to send Past Performance Questionnaires to customers to complete and send to the Contracting Officer. Please complete the attached Past Performance Questionnaire and mail to the contact below, no later than June 21, 2004:

USEPA, Attn: Joy Kimble (E105-02)  
Research Triangle Park, NC 27711

If you are contacted by the EPA for information regarding work we have performed under contract for you, or for clarification of your responses to the questionnaire, you are hereby authorized to respond to EPA inquiries.

Your cooperation is appreciated. If there are any questions, do not hesitate to contact me by phone at (513) 521-3515 or by e-mail at [rwood@trinityea.com](mailto:rwood@trinityea.com).

Sincerely,



Raymond Wood, Ph.D, PE  
President, Trinity Engineering Associates, Inc.



PAST PERFORMANCE QUESTIONNAIRE  
 SOURCE SELECTION SENSITIVE INFORMATION  
 (TO BE COMPLETED BY OFFEROR PRIOR TO MAILING TO REFERENCE)

Name of Offeror Trinity Engineering Associates, Inc.

Contract Number 667 5000 0001

Contract Title Technical Support for the WIPP Facility

Contract Value \$1,500,000

Type of Contract: T&M Period of Performance: 07/02 - 07/06

The remainder of this form is to be completed by the reference and returned to EPA as instructed in the Client Authorization Letter.

Performance Elements	Not Applicable	Outstanding	Satisfactory	Unsatisfactory
1. Quality of Product or Service		✓		
2. Timeliness of Performance			✓	
3. Effectiveness of Management (including subcontractors)		✓		
4. Initiative in Meeting Requirements		✓		
5. Response to Technical Direction		✓		
6. Responsiveness to Performance Problems		✓		
7. Compliance with Cost Estimates			✓	
8. Customer Satisfaction		✓		
9. Overall Performance		✓		

10. Remarks on outstanding performance:

(Provide data supporting this observation; you may continue on a separate sheet if needed.)

11. Remarks on unsatisfactory performance:

(Provide data supporting this observation; you may continue on separate sheet if needed.)

N/A

12. Please identify any corporate affiliations with the offeror.

None

13. Would you do business with this firm again?

Yes

14. Information provided by:

New Mexico Environment Dept  
Agency/Firm

Steve Zappe  
Name:

Staff Manager / NMED WIPP Project Leader  
Title:

PR-NC-04-10222

Mailing Address (Street and P.O. Box)

2905 Rodeo Park Dr. E

Building 1

Santa Fe, NM

87505

City, State and Zip Code

Telephone and Fax Numbers

505 428-2517 (W)

505 428-2567 (F)

New Mexico Environment Department Response  
Past Performance Questionnaire  
Source Selection Sensitive Information

Name of Offeror: Trinity Engineering Associates, Inc.  
Contract Number: 667 5000 0001  
Contract Title: Technical Support for the WIPP Facility

Remarks on outstanding performance (Item 10):

1. Quality of Product or Service

Quality of deliverables is consistently high, reflecting the contractor's systematic review of deliverables to ensure they are error-free, technically and regulatorily sound and defensible, and suitable as the foundation for subsequent issuance by the regulatory agency.

3. Effectiveness of Management (including subcontractors)

The Contract Project Manager, Ms. Connie Walker, is highly effective in managing the contract. Ms. Walker consistently seeks to provide the greatest value for the work performed by ensuring contract staff assigned to a task are not overqualified and thus unnecessarily draining the contract budget. Ms. Walker also provides informative monthly technical reports with each invoice, describing the tasks accomplished, current/ future deliverables, anticipated activity for the next billing period, project variances, outstanding issues, and financial status of the contract. Finally, Ms. Walker is readily available by telephone to address any questions or concerns.

4. Initiative in Meeting Requirements

The contractor consistently establishes sufficient staffing and other resources to ensure deadlines are met. Works in a collaborative arrangement with client to define the scope of work to ensure level of effort is consistent with budget and desired outcome.

5. Response to Technical Direction

The contractor is highly responsive to technical direction, reflecting a "can-do" attitude that is backed by following it through to completion with a polished deliverable. Seeks clarification if the initial technical direction given by the client was vague. Communications are clear and frequent so there is no misunderstanding on what is needed or expected.

6. Responsiveness to Performance Problems

Performance problems are extremely rare. Contractor generally agrees to remedy any deficiency in an expedited manner. Highly professional, never confrontational, defensive, or argumentative. Pleasure to work with.

8. Customer Satisfaction

Very high level of satisfaction. Contract support augments our limited in-house staff expertise, enabling us to call upon the contractor to supply critical experience for technical, regulatory, or even legal issues we encounter in implementing our program.

9. Overall Performance

Overall performance is outstanding. I have personally worked with many of the contract staff for over five years, and some for as long as ten years. It has been my experience that these individuals are motivated, technically proficient, highly principled professionals. I vouch for their integrity, dedication, and commitment to provide the highest quality work for a reasonable price.

Submitted by:

Steve Zappe, WIPP Project Leader  
New Mexico Environment Department  
Santa Fe, New Mexico